



**NUMBER:** 08-012-17

**GROUP:** Electrical

**DATE:** February 02, 2017

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-028-15 REV. A, DATED JULY 13, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES MARKET LOCATION, NEW BUILD DATE AND NEW DOWNLOAD SITE LOCATION.**

**SUBJECT:**

RA2 Radio Software Enhancements

**OVERVIEW:**

This bulletin involves updating the radio's software.

**MODELS:**

2015	(LD)	Dodge Charger
2015	(WD)	Dodge Durango
2015	(WK)	Jeep Grand Cherokee
2015	(KL)	Jeep Cherokee
2015	(DS)	RAM 1500 Pickup
2015	(DJ)	RAM 2500 Pickup
2015	(D2)	RAM 3500 Pickup
2015	(DD)	RAM 3500 Cab Chassis
2015	(DP)	RAM 4500/5500 Cab Chassis
2015	(DX)	RAM Truck (Mexico)

**NOTE: **\*\*This bulletin applies to vehicles within the following markets/countries: NAFTA.\*\*****

**NOTE: This bulletin applies to vehicles built on or before **\*\*June 29, 2015 (MDH 0629XX)\*\*** equipped with UConnect 5.0 AM/FM/BT (sales code RA2).**

**SYMPTOM/CONDITION:**

A customer may experience one or more of the following:

- Radio display screen intermittently may go blank.
- Radio display screen may lock up.
- Back up display may not turn off.
- Audio mutes.
- Not able to change state of heated seats and/or steering wheel during stop event on Stop/Start vehicles.
- Touchscreen confirmation beep may be too loud (Grand Cherokee only).
- U0208-00 - Lost Communication With Heated Seat Control Module (Cherokee only).

Improvements:

- Only allow vehicle settings to be changed in run mode. To help ensure settings are properly saved.
- Always gray out text message soft keys for non-supporting devices.
- Voice Recognition (VR) improved accuracy.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

**REPAIR PROCEDURE:**

1. Has the USB flash drive been created?
  - a. Yes >>> Proceed to [Step #3](#).
  - b. No >>> Proceed to [Step #2](#).
2. Go to **\*\*DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads\*\*** to download the files. Follow the instructions on the website to create the USB flash drive.

**NOTE: A blank USB flash drive must be used to download the software. The USB flash drive should be 4 GB or larger.**

**NOTE: If the dealer cannot download the software, make sure you have proper security access. If not have the Service Manager or Shop Foreman download the software update.**

3. Turn the ignition on and check if the vehicle is still in ship mode. This will be displayed in the Electronic Vehicle Information Center (EVIC).
4. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
  - a. Yes >>> Proceed to [Step #5](#).
  - b. No >>> Proceed to [Step #6](#).
5. Use the scan tool (wiTech) to put the vehicle into customer mode.
6. With the ignition on and radio powered up, insert the USB flash drive with new software into USB hub.

- 7. The next screen display will have the old and new software levels. The radio will be updated to 7.3.50.
- 8. Is the radio software level at or higher then the update to level?
  - a. Yes >>> This bulletin does not apply, normal diagnostics needs to be performed.
  - b. No >>> Proceed to [Step #9](#).
- 9. Press the soft key “Yes” to start the update.
- 10. The update may take 15 minutes, no other actions will be needed.

**NOTE: If the software update process is interrupted/aborted, the process should be restarted.**

**NOTE: Do not cycle the ignition or touch the radio during the update process.**

**NOTE: During this process the screen will go blank 2 times. Once in the beginning and once at the end of the re-flash process.**

- 11. After the update is done downloading, the screen will display “Update successful” please remove USB flash drive.
- 12. Do not turn off the ignition, the update is not completed. Wait until the normal radio display screen is appears, this will take about 40 seconds.

**NOTE: Use wiTech to put the vehicle back into Ship Mode if needed.**

***POLICY:***

Reimbursable within the provisions of the warranty.

***TIME ALLOWANCE:***

Labor Operation No:	Description	Skill Category	Amount
18-60-02-FF	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-FG	Radio Software - Create USB flash drive (First Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs

**NOTE: The “First Time Only” LOP is used one time per dealer when downloading the software onto a USB flash drive.**

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 17 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

***FAILURE CODE:***

**The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash